

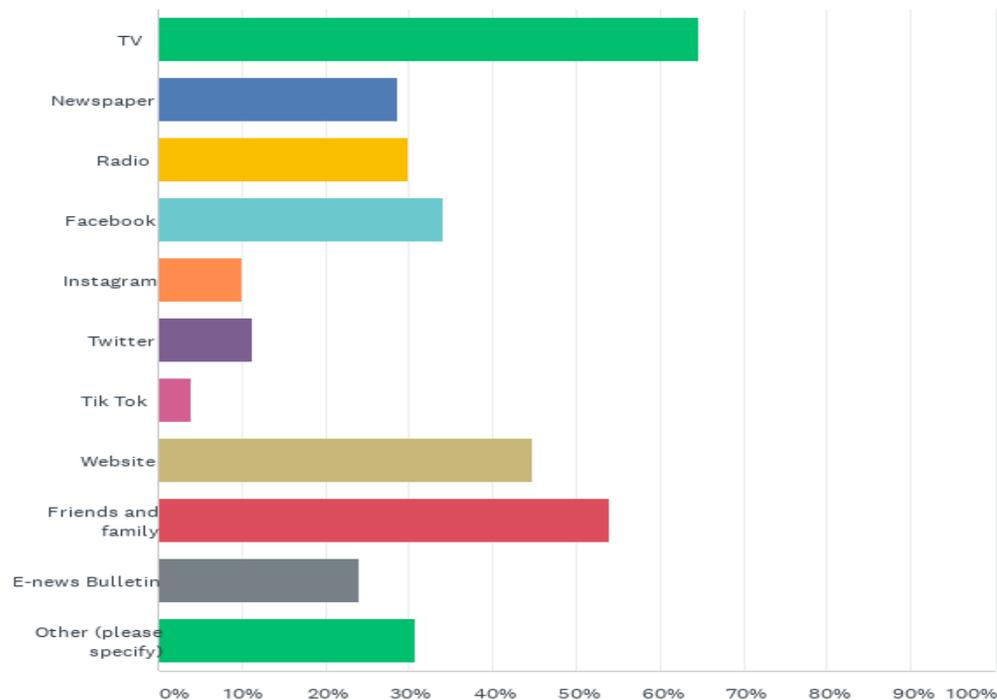
July – September 2020 (Quarter 2)

Below are some of the areas where we have engaged with local patient groups and members of our local community during the last Quarter and the outcomes as a result.

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome...</i>
<p>Throughout the summer we asked our staff to share details of their gardens and gardening projects with us as part of our 'Summertime Special' staff engagement campaign, on our Connect intranet site and by using the weekly staff bulletin.</p> 	<p>Members of staff have shared details of their sheds and gardens with us, as part of the CCG 'Desk Challenge'.</p> <p>Staff want ideas and inspiration for sharing with friends and family members outside work and during weekends, including details of free events and activities.</p> 	<p>Throughout the summer we shared details of gardens, parks and countryside open to the public and using social distancing measures to keep the public safe.</p> <p>Following the completion of the Virgin 100-day Global Challenge, we continued to stress the benefits of being outside and enjoying the open air and walking, gardening mindful walking and relaxation. We also gave details of outdoor activities to involve children and other family members, including making bird feeders and a bug safari.</p>	<p>By using our regular communications with staff we have stressed the importance of having hobbies and interests linked to well-being and relaxation to get us through the current stress and challenges of working through a global pandemic.</p> 
<p>In August we promoted the new staff well-being pages on Connect and also asked staff to look at resources from other partners, including Mind.</p>	<p>We know staff are working very hard throughout the pandemic and often ask us where to find help and ideas to support well-being. We have collated this information on our staff intranet pages as we are unable to offer on-site wellness events, due to Coronavirus.</p>	<p>We linked well-being and relaxation advice with information about financial support, activities to undertaken with school age children during the holidays and details of staff discounts and offers.</p>	<p>By promoting the support available to all staff, including how to set up a home office and avoid injuries and sprains from poor posture, we continue to offer staff the best information and signposting advice to support mental health and well-being.</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome...</i>
In August we promoted a survey Doncaster Council put together to find out more about BAME communications and what people want in terms of information, the format it is in and community languages used.	153 people responded to the survey and the majority (almost 70%) said they wanted their information in English. \the second most popular language to receive information from the council in was Kurdish (6%). 39.5% of respondents want to receive information weekly, 26% would like daily information and 22% said they wanted to receive this monthly.	We promoted the survey through our website, the weekly communications email to all staff and our 50 people responded to the survey and the majority said they wanted their information in English.	92% of respondents said they were either informed or very informed about how to keep themselves and their loved ones safe from Coronavirus. 93% have followed this advice most or all of the time. We will use this information to help us communicate with BAME communities.

Q7 Where do you get your Coronavirus advice from? Select all answers which apply?



<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome...</i>
<p>In September we asked our stakeholders, including staff, patients, members of the public and partners across our health and care footprint in Doncaster to join us for our very first virtual Annual General Meeting, which was held on Wednesday 2 September.</p>	<p>A summary of the AGM, including slides and short film presentations are available on our website here</p> <p>We also held a virtual marketplace to showcase the partnership working we have undertaken throughout the year, highlighting the many achievements we have made with our incredible partners across the system in Doncaster.</p> <p>Further details are available here</p>	<p>We used the format from previous years, and adapted it for a virtual, on-line event.</p> <p>After a welcome and introduction from Dr Crichton, our Chief Officer and her management team delivered presentations outlining our work undertaken over the last financial year.</p> <p>This year we also included presentations from organisations we work closely with, using the themes, 'Starting Well', 'Living Well and 'Ageing Well'.</p> <p>The meeting concluded with a public 'Q&A' session.</p>	<p>Over 100 people joined us on Microsoft Teams for our event and feedback was very positive. We are aware that people without access to the internet were unable to participate and we want to make our events as inclusive as possible. We made hard copies of our annual report available to our 39 primary care practices across the borough.</p>  <p>Annual Report 2019-20</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome...</i>
<p>In the summer we also asked our primary care Practice Managers to complete a survey to help us find out about the support available to patients who are also unpaid carers, and for young carers, (any carer aged under 18 years).</p>	<p>34 practices responded to the survey and all of those responding record details of patients who are also carers.</p> <p>65% of respondents also record this information for young carers, Those practices not currently collecting this information were asked if they could start to collect this and 76% said they could. Just over 1 in every 4 primary care practices has a Carers Co-ordinator, to support patients who are also carers. 90% of respondents are aware of the GP Carers Quality Standards.</p>	<p>We are currently analysing the results of the survey and we aim to publicise the results to coincide with Carers Rights Day on 26 November. We are working with the Carers Lead at the Council and the ICS as well as with our colleagues in primary care to ensure we provide the support our practices have requested to strengthen the care they provide to our carers.</p>	<p>The information from this survey will help us produce a baseline so we can monitor the progress we are making supporting Doncaster’s Carers.</p> <p>We will be working with all the practices who have requested additional support to help them provide enhanced support for their carers.</p>
<p>On 25 September we celebrated World Pharmacists Day and asked members of the public to speak to their Pharmacist about over the counter medications and advice for treating common minor ailments.</p>	<p>Pharmacists undergo 5 years of initial training, including a science-based Master’s Degree and practice year. This is followed by a further 2-3 years of clinical training usually including post-graduate study of clinical conditions or research areas before they join us. Technicians undertake a level 3 diploma in pharmacy services, or follow an apprenticeship route</p>  <p>The graphic features the text '#WorldPharmacistsDay' and the NHS logo at the top. Below is an illustration of seven diverse healthcare professionals. At the bottom, a dark blue banner contains the text: 'Thank you to all our colleagues in pharmacy services, for your continued hard work.'</p>	<p>We thanked our Pharmacy colleagues for their support and dedication and included a special article in our staff blog, featuring our very own Medicines Management Team. We highlighted the different roles and routes our Pharmacist colleagues take to work in the CCG. 78% of Pharmacy Technicians are females and there are more than 4 million pharmacists worldwide.</p>	<p>At the CCG we have both primary care pharmacists and pharmacy technicians working as part of the quality and safety team. CCG pharmacy roles require experienced colleagues and as such we currently draw our staff from other areas of the pharmacy world including community and hospital pharmacy after a period of qualification and relevant experience.</p> <p>WORLD PHARMACISTS DAY 25 SEPTEMBER</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome...</i>
<p>We asked patients for their views and experiences of accessing local primary care services during the Coronavirus pandemic</p>	<p>The report is yet to be published and will be done in the next quarter.</p> <p>High level results include:</p> <ul style="list-style-type: none"> • Patients were generally satisfied with using online and telephone consultations to access their local practice during the pandemic • Patients were generally happy to continue seeing primary care staff via video, online and telephone if it meant they could continue to access local primary care services 	<p>The report is currently being analysed and will be published in the Quarter 3 report.</p> <p>In the meantime, we will continue to provide local primary care services as and when people need them. Face to Face consultations continue to take place if it is deemed clinical appropriate.</p>	<p>We continue to review access to primary care services and following success of the Health Bus earlier this year, it will now be providing mobile GP access until the end of March 2021 for a minimum of two full days per week.</p> 
<p>Asking people what they thought about the flu vaccination programme and how we could encourage others to have a flu vaccination this year</p>	<p>Healthwatch Doncaster, supported by NHS Doncaster CCG led a survey with local people about where they would like to go for their flu jab.</p> <p>An online survey was developed and shared across social media and across all local partnerships and networks. This approach enabled 2777 people to share their thoughts and have their voices heard.</p>	<p>The outcomes and recommendations from this piece of work have influenced how flu vaccinations are being made available locally and have provided additional insight for Primary Care Networks about improving the uptake of flu jabs for people across all age groups.</p>	<p>This year, mobile flu clinics are being set up and used, such as walk through and drive through. Additional clinics are also being arranged to ensure as many people as possible in Doncaster take up the offer of a flu vaccine.</p> 

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We launched a new Primary Care 'myth busting' campaign in September to reinforce that local practices are open for business.	After receiving feedback and concerns on social media from members of the public that they were struggling to get face to face appointments with practice, we created a video based campaign which addresses the myth that practices were shut.	We made videos and shared on social media channels practice staff explaining the new safe appointment processes and how many appointments were now virtual to ensure the safety of staff and patients. We made it clear that anyone who needs to be seen face to face will be and encouraged people to use health services appropriately.	We received an outpouring of positive feedback from patients who have experienced excellent care via virtual appointments. When anyone has commented that they experienced problems we have encouraged them to send us more details so it can be looked into by the primary care team. Overall, the response has been really positive and more people now understand the work being done by practices throughout the pandemic.

What we are likely to be asking you next . . .

Reporting Period: Quarter 3, October – December, 2020

In October we moved into the highest level, Tier 3, for Coronavirus restrictions. We are very mindful that our engagement and involvement with all our stakeholders, including staff, patients and members of the public is timely, appropriate and easy to understand.

Following the BAME Survey in August, we have been adding materials about Coronavirus to our website in a wide range of community languages and also in easy read versions, where possible and where they are available to us.

October is Black History Month and we are currently in the process of creating a network for BAME staff across the 5 CCGS in South Yorkshire and Bassetlaw as well as a network for BAME staff working in primary care in Doncaster, with the LMC. We have two related surveys currently open until November to find out what staff want.

We will continue to seek feedback from patients and members of the public about access to primary, community, and hospital services on a regular basis through engagement via our social media channels and any outreach work that takes place via Doncaster health and care services and partners.